



State Fiscal Year 2005 Annual Report Highlights

Toll Free 1-866-634-9412
www.servicelink.org

<p>What is ServiceLink?</p>	<p>ServiceLink</p> <ul style="list-style-type: none"> • Is a statewide network of thirteen community-based sites and forty-seven satellite offices providing connections to resources for seniors, adults with disabilities and chronic illness, their families and caregivers. • Was established by the NH State Legislature in response to public comment about the difficulty many people experience accessing long-term care supports. • Provides NH citizens with: <ul style="list-style-type: none"> - Reliable local information about services, opportunities and long-term care options. - Help with taking desired steps (supportive referral) and follow-up to assess outcomes. - Assistance with long-term care planning.
<p>Help Available for Consumers</p>	<p>ServiceLink provides a “one-call” connection to information regarding:</p> <ul style="list-style-type: none"> • Prescription drugs • Transportation • Housing • Medicaid and Medicare • Home Care Options • Family Caregiver Support <p>By referring constituents to the ServiceLink toll free number or website, they will be connected to reliable, up-to-date information.</p>
<p>More than just Information and Referral</p>	<p>In addition to calling ServiceLink for information, NH citizens can:</p> <ul style="list-style-type: none"> • Visit the primary site or satellite in their area. • Receive a home visit from ServiceLink staff if the person is unable to leave his/her home, which is especially important in rural communities. • Participate in community education programs aimed at promoting health and independence.
<p>Stories from the Community</p>	<p>Ella Returns Home: Ella was a private-pay resident in a nursing facility. Ella desperately desired to return to her home in the community, but had no family living in the area. Her doctor advised against returning home alone and Ella lacked the information and local support needed to develop a discharge strategy. ServiceLink staff met with Ella in the nursing facility and communicated with family and friends to assist Ella in developing a strategy to leave the institution. By coordinating with home care providers in the area, ServiceLink was able to successfully craft a plan for returning home that both medical professionals and family members could support.</p> <p>Linda Maintains Her Independence: Linda had lost her ability to drive due to a medical condition. Her search for transportation to medical appointments three times a week left her filled with anxiety and frustration. ServiceLink connected Linda with an organization that provided the transportation she needed on a regular basis, as well as helping her to arrange for additional services and support. Linda credits the arrangement with preserving her independence and quality of life.</p>

ACCOMPLISHMENTS SFY 2005

The ServiceLink team cares deeply about the community they serve. Staff takes pride in being responsive to their consumers, and more especially in knowing that their consumers trust the team to help them make good decisions. There are many conscientious and caring ServiceLink team members and volunteers working throughout the state.

In SFY 2005 ServiceLink:

- Responded to over 28,335 inquiries, 19% increase from SFY 2004.
- Contributed 9,812 hours in volunteer time.
- Met with over 2,341 consumers in their home or community setting because they were unable to travel to the ServiceLink office.

Consumer Satisfaction:

ServiceLink utilizes a statewide Consumer Satisfaction Survey to measure quality of services, as well as to collect recommendations that assure ongoing quality improvements. In SFY 2005, over 1,500 surveys were sent to people who received services from ServiceLink. Of the 45% who responded, 87% were very satisfied and 12% were satisfied. Only 1% reported they were not satisfied, primarily because their needs would not be met; i.e., the services were unavailable in their communities.

Transition, Future Prospects, and Goals:

Building upon existing partnerships, ServiceLink is once again poised to transition: Prepared to assimilate new duties and to train on new tasks while remaining vigilant to the Network's founding vision of empowering and supporting consumers to make informed decisions, plans, and social connections that allow them to live as independently and fully as possible.

Over the next several decades, the number of Americans needing long-term care support services is expected to reach unprecedented levels as the baby boomers reach retirement age. NH's ServiceLink and ServiceLink Resource Centers are ready to meet the challenge as a place for people to go in NH for information, referral, and assistance, training, and education.

Specific ServiceLink operating and programmatic goals for SFY 2006:

- Transition ServiceLink offices in three additional counties into ServiceLink Resource Center pilots with statewide implementation of the ServiceLink Resource Center model by July 2006.
- Expansion of the ServiceLink Medicare Learning Centers to include Health Insurance Counseling Education and Assistance Services (HICEAS) trained staff at ServiceLink. This will provide consumers a community setting to get information and assistance on the Medicare prescription drug benefit.
- Implementation of a publicly accessible resource database of long-term care services, disability services, and caregiver supports.
- Increase professional credentials of all ServiceLink Resource Center staff as certified Informational and Referral Specialists in Aging by the Alliance of Information and Referral Systems National Organization.

ServiceLink Consumer Satisfaction SFY 05

